KANSAS DEPARTMENT OF CORRECTIONS

	INTERNAL **MANAGEMENT** **POLICY AND** **PROCEDURE**	**SECTION NUMBER** **05-112**	**PAGE NUMBER**
		SUBJECT: **INFORMATION TECHNOLOGY AND RECORDS: Help Desk**	

The IMPP has been placed on RESERVE status, reason being is that the viable content of this IMPP has been subsumed within the parameters of IMPP (05-145) being issued at this time.

_____
Secretary of Corrections

06-02-04
Date

INTERNAL MANAGEMENT POLICY & PROCEDURES

STATEMENT OF ANNUAL REVIEW

IMPP #   05-112

Title: INFORMATION TECHNOLOGY AND RECORDS: Help Desk

The above referenced Internal Management Policy and Procedure (IMPP), issued effective 06-07-99, was reviewed during January 2004 by the KDOC Policy Review Panel, per IMPP 01-101.   At the time of this annual review, the Policy Review Panel determined that: no substantive changes and/or modifications to this IMPP are necessary at this time, and the IMPP shall remain in effect as issued on the above stated date.

The next scheduled review for this IMPP is January 2005.

This statement of annual review shall be placed in front of the referenced IMPP in all manuals.

_____   _____
Norman Bacon, IT Acting Director   Date
Policy Review Committee Chairperson

                                                                        02-03-04
_____
Roger Werholtz, Secretary of Corrections   Date

INTERNAL MANAGEMENT POLICY & PROCEDURES

STATEMENT OF ANNUAL REVIEW

IMPP #   05-112

Title: INFORMATION TECHNOLOGY AND RECORDS: Help Desk

The above referenced Internal Management Policy and Procedure (IMPP), issued 06-07-99, was reviewed during January 2002 by the KDOC Policy Review Panel, per IMPP 01-101. At the time of this annual review, the Policy Review Panel determined that: no substantive changes and/or modifications to this IMPP are necessary at this time, and the IMPP shall remain in effect as issued on the above stated date.

The next scheduled review for this IMPP is January 2003.

This statement of annual review shall be placed in front of the referenced IMPP in all manuals.

_____   _____
Carlos Usera, Information Resource Manager   Date
Policy Review Committee Chairperson

                                                                          02-05-02_____
_____
Charles E. Simmons, Secretary of Corrections   Date

INTERNAL MANAGEMENT POLICY & PROCEDURES

STATEMENT OF ANNUAL REVIEW

IMPP #   05-112

Title: INFORMATION TECHNOLOGY AND RECORDS: Help Desk

The above referenced Internal Management Policy and Procedure (IMPP), issued 06-07-99, was reviewed during January 2000 by the KDOC Policy Review Panel, per IMPP 01-101. At the time of this annual review, the Policy Review Panel determined that:

[   ]   No changes and/or modifications to this IMPP are necessary at this time and the IMPP shall remain in effect as issued on the above stated date.

[X]   Changes and/or modifications to this IMPP have been identified as necessary. The IMPP issued effective the above stated date shall remain in effect until the IMPP is re-issued with such changes and/or modifications.

The next scheduled review for this IMPP is January 2001.

This statement of annual review shall be placed in front of the referenced IMPP in all manuals.

_____   _____
Carlos Usera, Information Resource Manager   Date
Policy Review Committee Chairperson

                                                                          01/27/00
_____   _____
Charles E. Simmons, Secretary of Corrections   Date

KANSAS DEPARTMENT OF CORRECTIONS

	INTERNAL **M**ANAGEMENT **P**OLICY AND **P**ROCEDURE	**SECTION NUMBER** 05-112	**PAGE NUMBER** 1 of 4
		SUBJECT: INFORMATION TECHNOLOGY AND RECORDS: Help Desk	

Approved By:		
	Original Date Issued:	**07-21-96**
	Current Amendment Effective:	**06-07-99**
Secretary of Corrections	**Replaces Amendment Issued:**	**10-31-97**

POLICY

The Department of Corrections shall provide information technology assistance to the departmental divisions, facilities, and parole regions in matters of Information Technology through the establishment of a Help Desk. Request for assistance involving equipment or system related issues shall be processed by designated staff or through direct contact by staff to the Help Desk, as determined by the nature of the problem encountered and the type of information required. Requests for information regarding computer software shall be the responsibility of the staff member designated by the warden/regional parole director.

DEFINITIONS

Central Office Help Desk: An area staffed by Information Technology staff designated by the Information Resource Manager to handle specific requests for information technology assistance.

Designated Staff: A contact person who is responsible for processing requests for Information Technology assistance.

Help Desk Referral Form: A form used by Help Desk staff which is referred to designated Information Technology staff for use in repair/correction and/or tracking of a problem directed to the Help Desk.

Information Technology Problem Types: For the purposes of this IMPP, information technology problems shall be categorized as follows:

Type 1 Data circuits, voice mail, two-way radios, and telephone equipment (excluding inmate phones).

Type 2 Offender management Information System passwords and software (i.e., Disciplinary Process, Canteen, Inmate Banking, and Inmate Movement).

Type 3 Microcomputer software (e.g., WordPerfect, Lotus, Works, Word, etc.)

Type 4 Computer hardware (including AS/400 and microcomputer).

PROCEDURES

I.   **Designated Staff Responsibilities**

      A.   Each facility/parole region Information Technology (IT) representative shall be responsible for processing requests for assistance and/or information to the Central Office Help Desk and for providing assistance to staff in their immediate facility/parole region with regard to computer software questions.

1.   The facility Information Technology representative shall be responsible for contacting the Central Office Help Desk for Type 1, 3, & 4 problems.

2.   Facility/parole staff shall be directly responsible for contacting the Central Office Help Desk for all Type problems.

   a.   Information Technology staff shall be the only authorized person in the facility/ parole region to report Type 1, 3, & 4 problems to the Central Office Help Desk.

   b.   Any facility/parole region contacting the Help Desk without following the specific facility/parole region guidelines shall be referred back to their own facility/parole region designated staff.

   c.   The facility/parole region designated staff shall attempt to resolve all problems prior to contacting the Help Desk.

B.   All Central Office staff shall be designated and are authorized to contact the Central Office Help Desk directly with requests for assistance with information technology inquiries, concerns, and/or problems.

C.   Each facility/parole region shall establish procedures for the repair/correction of Information Technology problems.

D.   The Central Office Help Desk staff shall maintain a computerized log of all transactions and resolutions.

II.   Notification Process

A.   Each warden/parole director shall ensure that the Central Office Help Desk is provided with the current name of the designated staff as defined above.

1.   Central Office Help Desk staff shall maintain a listing of all facility/parole region staff who have been authorized to contact the Help Desk with information technology problems.

B.   Inquiries regarding Type 1 information technology problems, concerns, and/or questions regarding operations or equipment shall be directed only to the Help Desk staff who will record the request for assistance and notify the appropriate Central Office support staff member of the name of the designated staff member and the nature of the request.

1.   The designated staff member requesting assistance on Type 1 issues shall have the following pertinent information available prior to calling the Help Desk:

   a.   Name, phone number of facility/parole office, and contact person;

   b.   A detailed description of the assistance needed for problem; and,

   c.   Type, model, and serial number of the equipment (if hardware is involved).

2.   Central Office staff are designated to contact the Help Desk directly with Type 1 inquiries.

3.   Appropriate Central Office support staff shall be responsible for returning the call and providing assistance in a timely manner.

C.   Inquiries regarding Type 2 information technology problems, concerns, and/or questions (as defined above) shall be directed only to the Help Desk staff who will record the request for assistance then notify appropriate Central Office support staff.

    1.   Such requests may be made directly to the Help Desk by any departmental staff experiencing information technology difficulties and shall include:

        a.   Name, phone number of the facility/parole office, and contact person;

        b.   A detailed description of the assistance needed or problem; and,

        c.   Name of the program in which the problem is experienced.

    2.   Central Office staff are designated to contact the Help Desk directly with Type 2 inquiries.

    3.   Appropriate Central Office support staff shall then be responsible for returning the call and providing assistance in a timely manner.

D.   Inquiries regarding Type 3 information technology problems, concerns, and/or questions shall require contact with the designated staff member in the respective facility/parole region.

    1.   Central Office staff are designated to contact the Help Desk directly with Type 3 inquiries, concerns, and/or questions.

E.   Inquiries regarding Type 4 information technology problems, concerns, and/or questions shall require contact with the designated staff member in the respective facility/parole region.

    1.   Central Office staff are designated to contact the Help Desk directly with Type 4 inquiries, concerns and/or questions.

    2.   For facilities and parole offices, staff shall contact the designated staff person who will make the call to the appropriate vendor for service. If questions arise on the necessity or type of service needed, the facility contact person may contact the Help Desk for assistance.

III.   Assistance

A.   Calls to the Help Desk for assistance in repair/corrections of a problem shall be routed to specific IT staff by means of the Help Desk Referral Form.

B.   The IT staff shall determine the urgency of the problem and schedule its repair/correction.

    1.   If the correction for the problem is determined to be long-term, a temporary repair may be made by utilizing a machine designated as a shelf unit especially for use during repair situations.

    2.   If the correction of the problem is determined to be short-term, repairs shall be made as quickly as possible to alleviate any down time for the user.

NOTE: The policy and procedures set forth herein are intended to establish directives and guidelines for staff and offenders and those entities who are contractually bound to adhere to them. They are not

intended to establish State created liberty interests for employees or offenders, or an independent duty owed by the Department of Corrections to either employees, offenders, or third parties. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

REPORTS REQUIRED

None.

REFERENCES

None.

ATTACHMENTS

None.